

These programs help low-income customers reduce their phone bills:

Lifeline

The Lifeline program keeps phone service affordable by reducing monthly phone charges for income-eligible households.





Link-Up

The Link-Up program is designed to help households without telephone service to get it and those with phone service to keep it when they move. It does this by paying their local telephone connection charges.

How much can I save per month?

Eligible households will reduce their monthly bill by at least \$8.50 to \$10.00 under the **Lifeline** program. A higher credit will be issued if needed, so that the monthly bill is no

more than \$15 for the following services:

-  A residential line
-  120 local calls
-  9-1-1
-  Federal subscriber line charge (currently \$6.50, if less than \$6.50, the Lifeline Credit is reduced by that same amount)

What if I can't afford the hook-up charges?

The **Link-Up** program is designed to pay the charges normally associated with local telephone service connection and installation. **Charges are waived for:**

- ▶ New service installation
- ▶ Moves from one residence to another
- ▶ Reconnection of an existing service.

Reduction or waivers of the deposit requirements may be available under the Link-Up program at the option of each local telephone company.

Who is eligible to participate in the Lifeline & Link-Up program?

Eligible customers must be in a household that receives benefits from:

- ▶ WI Homestead Tax Credit
- ▶ Wisconsin Works or W2
- ▶ Medical Assistance (MA)
- ▶ Supplemental Security Income (SSI)
- ▶ Food Stamps
- ▶ Low Income Home Energy Assistance Program (LIHEAP)
- ▶ Badger Care

For new service connections, customers must make payment arrangements for any past-due bills to the telephone company.

Residents of tribal lands may be eligible for additional credits, or may qualify for Lifeline and Link-Up by participating in a federal tribal assistance program.

Other Lifeline & Link-Up Benefits

No disconnection of a Lifeline household's local service for non-payment of toll charges.

No charge for:

- ▶ 900 number blocking
- ▶ Toll blocking (many different forms)
- ▶ Toll limitation

How do I apply?

Contact:

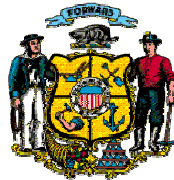
- ☎ Your local telephone company and say you want to apply for the Lifeline or Link-Up assistance for Wisconsin residents. The phone company will need to check to verify that you are eligible.
- ☎ Your case worker or your county benefits specialist if you are found ineligible by the telephone company.

Questions?

- ☎ For further questions regarding Lifeline, contact your local telephone company.
- ☎ Call the Public Service Commission if you have a complaint or question about Lifeline or Link-Up.

Public Service Commission
610 North Whitney Way,
P.O. Box 7854
Madison, WI 53707-7854
Phone: 1-800-225-7729
TTY: 608-267-1479
Fax: 608-266-3957
<http://psc.wi.gov>

The Public Service Commission of Wisconsin does not discriminate on the basis of disability in the provision of programs, services or employment. If you are speech, hearing or visually impaired and need assistance, call (608) 261-8524 or TTY (608) 267-1479. We will try to find another way to get the information to you in a useable form.



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Wisconsin

LIFELINE & LINK-UP



MAY \$AVE YOU
MONEY ON YOUR
PHONE BILL!